



DUAL NEWS

WHAT'S WRONG WITH A GAME OF GOLF!!!

Earlier in the year DUAL signed up as a sponsor for adventurers Cas and Jonesy who up until now have been best known as the two mad young lads who were the first people to paddle across the Tasman in a kayak unassisted. Later this year they will embark on an epic journey as they aim to become the first people to cross the South Pole and back unassisted on a journey that will last over 90 days in -45 degree temperatures.



(Grant Perryman, Daniel Johnson, Michael Gottlieb, Cameron Bott, Scott Curley, Damien Coates, Justin Jones)

As part of DUAL's involvement Damien decided to head to the Blue Mountains with 5 CEO's of supporting DUAL Brokers to take part in a massive physical challenge lead by Cas & Jonesy. The group completed the famous Six Foot Track from Katoomba to Jenolan Caves, where they commenced hiking at 6:30am and over the next 11 hours completed the 45km hike, climbing over 2,000 metres. Most of the brokers described it as the most physically demanding challenge they have been involved in, with many asking Damien the very reasonable question 'Why can't you just invite us to a game of golf!'

A charity aspect was also included from which over \$17,534 was raised for Lifeline and represent's DUAL's most significant fund-raising event to date. We would like to thank all the brokers who generously donate to this cause.

DUAL is very proud to support the courage of Cas & Jonesy in this epic journey which is due to commence in November 2011. Feel free to follow the guys on their Website [Click Here](#) and Twitter [Click Here](#).

DUAL WEB RATER UPGRADE

Since the Web Rater was upgraded to allow brokers to quote and bind Management Liability and Professional Indemnity on-line the level of traffic has been phenomenal, with close to 1,000 new policies being bound through the system each month.

Brokers are utilising the system to offer a Management Liability quote to their existing property/casualty clients at renewal but also to handle small Professional Indemnity enquiries more efficiently.

The Web Rater challenge continues where DUAL will donate \$5,000 to the chosen charity of the broker (non-international) that transacts the most via the Web Rater (annually). The top 5 (in no particular order to keep you guessing) are below:

1. Adroit Insurance Group
2. Roderick Insurance Brokers
3. McNair Hurle La Trobe Insurance Brokers
4. OAMPS Insurance Brokers
5. Austcover Pty Ltd

Effective 29th August the Web Rater has been upgraded to allow Information Technology risks to be quoted and bound via the Web Rater (combined PI/PL). Brokerage remains at 22.5%

CLAIMS/CONTRACT REVIEW UPDATE

Earlier in the year DUAL established our own internal claims department to handle all Financial Lines claims. Our team comprises 4 legally qualified claims handlers led by Josie Gonzalez with significant legal and industry expertise who are specifically dedicated to handle all incident notifications and claims. Our team will work with you to handle your claim from notification through to resolution. Below is a recent testimonial from one of our brokers after going through our claims process:

"With DUAL's proactive approach, fast response times and "Out of the box thinking, it certainly takes the stress away from the process for our clients, as do many additional services DUAL provide"

Julien O'Brien, Account Executive, Management & Risk Insurance Brokers

This team also carries out the Contract Review Service that DUAL offers with most PI/IT quotations. This review acts as a risk management service and is currently being purchased by over 15% of our existing and new policyholders.

Later in the year we will be commencing 'claim satisfaction' surveys with our brokers to ensure we continue to build feedback on our claims service.

CORPORATE TRAVEL / VOLUNTARY WORKERS OFFER

Earlier in the year we carried out various surveys with brokers which indicated that less than 1% of their commercial clients currently purchase Corporate Travel insurance. In response to this DUAL developed a simple process in which brokers can effect this important insurance instantaneously ie. without the usual requirement to refer and await confirmation of cover. Various recent domestic events such as the QLD floods, NZ earthquake and the delays caused by the Chilean Ash Cloud all highlighted the need for Corporate Travel insurance for any company that has staff travelling as part of their employment whether it be international or domestic.

Brokerage on this offer has recently been increased to 30% to provide the encouragement for brokers to improve the very low conversion of Corporate Travel insurance for their client base which represents a significant E&O exposure for brokers.

Farewell Miss Newton, Welcome Aidan

On the 5th August DUAL announced the departure of Katherine Newton. Katherine is one of DUAL's founding employees and most recently has been responsible for General Management of Operations. After 7 years, Katherine has decided to follow personal objectives and pursue a career in the 'not for profit' sector with the White Ribbon Foundation. Although Katherine's departure will be a hurdle for DUAL the challenge is an opportunity to grow and improve it's ever changing environment.



In light of Katherine's departure we are pleased to announce the appointment of Aidan Kinder as General Manager of Operations. Aidan joins DUAL from QBE where he held various roles involving operations, systems and process improvement. Aidan will bring his own passion and determination to keep building on the amazing culture and opportunities that DUAL offers.

Aidan began with DUAL on Monday 8th August and will report directly to Peter Bailey, Chief Operating Officer.

JOIN THE DUAL CLUB

Earlier in the year DUAL launched a preferred partner program for our key brokers which involves benefits such as higher brokerage, an invitation to exclusive training/education events, charitable donations etc. We are pleased to announce Brokers will receive a \$250 gift as part of our new incentives as per below requirements:

- Every 25 new Corporate Travel/Voluntary Workers Bindings as part of our Corporate Travel/Voluntary Workers Offer.
- Every 50 bindings on the Web Rater
- Every 25 Contract Reviews sold.

These gifts which may include a chocolate or wine hamper and are designed to be a sign of DUAL's appreciation and to be shared by the entire staff of the brokerage

DUAL'S RISK APPETITE

US ASSETS/HIGHER LIMIT PI and IT

In order to support DUAL's entrance to the Corporate market we established a team of Corporate underwriters to lead this focus. As part of this we have looked to broaden our underwriting capabilities as below:

- US Assets - we now have a stronger appetite for risks with a US Asset/Turnover exposure on D&O/ Management Liability
- IT and PI - we have increased our capacity to \$20M for these products
- D&O - we have increased our capacity to \$30M.

DUAL HONG KONG UPDATE

DUAL Hong Kong has now completed our 3rd year of trading and continues to deliver phenomenal growth via our partnership with MSIG. Through the partnership we are seeing the innovative distribution of products such as D&O via agency and bancassurance networks along with brokers.

DUAL NEW ZEALAND UPDATE

Earlier in the year we launched DUAL New Zealand and celebrated the opening with the team running a marathon up a volcano! We are pleased to update you that not only did the team survive the race but the business has grown beyond our initial expectations.



We recently moved into our new premises in Auckland's prestigious Queen St and now under Craig Anderson's direction we have a team of 6.

ANYTHING FOR CHARITY

DUAL has always celebrated reaching milestones by making donations to various charities that are important to us and our supporting brokers. This year we introduced a new aspect where each DUAL office would embark on a team physical challenge to raise funds for their chosen charity. Below is a summary of the events that the DUAL crew have participated in so far in 2011:

- Pink Ribbon Breakfast
- Cystic Fibrosis 65K 4 65 Roses Walkathon
- Easter Egg Hunt for ACT for Kids
- Donating phones to The Humane Society International
- Run Melbourne - Canteen
- Stress Down Day
- Sydney City 2 Surf - World Wildlife Fund



HERE AT DUAL

BABIES

Congratulations Marita Elliott in our Melbourne office on the birth of her daughter Ava Belle!

WELCOME

We've been very busy welcoming people at DUAL since our last newsletter .. check them all out!

In **New Zealand** we welcome Lauren Stewart (Operations Administration), Peggy McLeod (Administration Assistant) and Darren Woolnough (Senior Underwriter).

Operations welcomes Aidan Kinder (General Manager - Operations) and Ivan Pavlek (Business Support Analyst).

Sarah Catt (Head Office Assistant) joins **Head Office Support**.

And a whole lot of underwriters around Australia...

NSW:

Mike Dreyer (Senior Underwriter, Financial Lines, A&H)
Katie Mayfield (Underwriter, Financial Lines, A&H)
Sassika Le Lievre (Underwriting Administration)
Neroli Kalis (Underwriting Administration)

QLD:

Frances Land (Underwriting Administration)

WA:

Justin Micale (Underwriting Administration)

National Affinity Division:

Yasoda James (Underwriting Assistant)
Clair Healy (Underwriter)

CONGRATULATIONS

Congratulations to our newlywed Ben Hanley.

5 YEAR CLUB

Shelley Simmons and Emma Cullen are the new members of the DUAL "5 Year Club"!!